

Chapter One

Introduction To The Manual

Overview

Introduction This chapter introduces the format used to prepare the Ambulance Service Manual and shows the reader how to use the manual.

Background This Ambulance Service Manual replaces the 1995 manual and subsequent applicable information from North Carolina Medicaid Bulletins and provider workshop handouts. Ambulance providers enrolled in the North Carolina Medicaid Program may be reimbursed for services rendered to Medicaid recipients. Services rendered must be medically necessary and are subject to the limitations described within this manual.

In This Chapter This chapter contains:

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Manual Use and Format

Purpose of the Manual This manual describes those policies and procedures that providers need to follow to receive reimbursement for covered services provided to eligible Medicaid recipients. Descriptions and instructions on completing forms, letters, and other documentation are also included.

Targeted Users of Manual This manual is written for ambulance service providers enrolled in the North Carolina Medicaid Program.

Chapter and Page Numbers The manual is divided into chapters for easy reference. Numbers in the lower right hand side of each page show the chapter and page. Pages are numbered sequentially by chapter. For example, 1-1 (Chapter 1, page 1), 2-1 (Chapter 2, page 1), etc.

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Manual Use and Format, continued

End Information

In addition to the main chapters, the manual includes appendixes and a glossary of terms.

Information Block

The information block consists of one or more paragraphs or diagrams about a portion of a subject. Each block is identified or named with a label.

Labels

Labels or names are located in the left margin of each information block. They describe the content or function of the block.

Labels provide key subject matter identification allowing the reader to scan and locate information quickly within a chapter or a section within a chapter.

Note

Note: is used to alert the reader of additional information of importance regarding the topic.

Topic Roster

Each chapter has a topic roster listing the major subjects and the page number where the topic can be found. The topic roster serves as a table of contents for major subjects within each chapter. The topic roster looks like this:

Topic	See Page

Manual Issuance and Updates

Issuance

The Ambulance Manual is issued to:

- All enrolled Ambulance Service Providers at the time of publication
 - Newly enrolled Ambulance Service Providers at the time they are enrolled
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Updates

The Ambulance Service Manual will be reviewed annually and updated as needed. All enrolled providers will be sent copies of the replacement pages.

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Manual Issuance and Updates, continued

Update Log	<p>A log will accompany manual updates. The updates will have an Update Number indicating the year and update number for that year. This log is a reference for the provider to ensure that each update has been received. Each log will list updates that have been issued since the original publication of the manual. With this log history, the provider will know if the manual contains all updates.</p> <p>An “Update No.” will be indicated in the first column on the update log. The second column is titled “Update Issued,” indicating the date that the update was issued.</p>
Numbering Updated Pages	<p>Updated replacement pages will have the same number as the page they are replacing. If additional pages are required, the new pages will carry the same numbering as the replacement page with an alphabetic character in ascending order. For example, if Chapter 1, page 7 is replaced with three pages, the page numbering would be 1-7, 1-7a, 1-7b.</p>
Effective Date of New Material	<p>The month and year that the new material is effective will appear in the bottom left corner of each page. The provider can check this date to ensure that the material being used is the most current.</p>
Identifying New Information	<p>The following information blocks give examples of how new labels, new information blocks, and new or changed material within an information block will be indicated.</p>
New Label	<p>Dark outlining of the block label indicates a new label for an existing information block.</p>
New Label/New Information Block	<p>Dark outlining of the label and the information block identifies a new label and new information block.</p>
New Material in Existing Block	<p>Outlining the information block indicates new or changed material within an existing information block.</p>
New or Changed Paragraph	<p>Shading of the paragraph indicates a paragraph within an information block that has new or changed material.</p> <p>Paragraph with new material.</p>